

REMARKS

Claims 1-6 and 10 are cancelled and new claims 12-21 have been added. No new matter has been entered by any of the foregoing amendments.

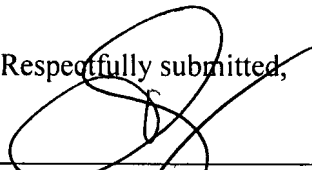
Applicants respectfully traverse the Examiner's rejection of Claims 7-9 and 11 under 35 U.S.C. §102 as anticipated by Brown, U.S. Patent No. 6,278,448. Claim 11 teaches a method that provides "an interactive bi-directional connection between said client and a business contact." Brown does not teach this feature. Brown teaches a method where content on a remote computer/server is copied onto a personal computer desktop. The content on Brown's desktop is updated when the desktop queries the remote computer. [Col. 13, lines 4-13]. Nowhere does Brown teach bi-directional communication. As such, Brown cannot anticipate claim 11 or render it or any claim dependent thereon obvious.

CONCLUSION

Having dealt with all of the Examiner's rejections, the application is believed to be in a condition for allowance and favorable action is therefore respectfully requested.

Please charge all deficiencies and credit any overpayments to the Deposit Account No. 10-0096.

Respectfully submitted,



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